

## **Neighborhood Based Mental Health and Addiction Services Program**

**InteCare, Inc.**

**SFY 2010 (July 1, 2009 - June 30, 2010)**

### **SPECIAL CONDITIONS**

This Statement of Work describes the obligations and activities of InteCare, Inc. ("Contractor") with respect to its role in the administration of the Neighborhood Based Mental Health and Addiction Services Program ("Program"). This Statement of Work describes how InteCare will arrange for a dedicated, appropriately trained administrator for the Program ("Program Manager"), and how, through InteCare Participating Provider Agreements, the Contractor will arrange for mental health professionals ("Therapists") to provide services for the Program. Such Services will be provided at the Community Based Centers ("Centers") as described below.

#### **I. Duties of Contractor**

- A. The Contractor shall arrange for and oversee mental health and addiction services and consultation at community based centers as instructed by the Division of Mental Health and Addiction ("DMHA").
- B. The Contractor shall manage the Neighborhood Based Mental Health and Addiction Services Program to make mental health and addiction services available in three (3) Indianapolis neighborhood centers, to-wit: Forest Manor Multi-Service Center, Hawthorne Community Center, and La Plaza. .
- C. The Contractor shall designate a Program Manager to administer the Neighborhood Based Mental Health and Addiction Services Program.
- D. The Program Manager administering the Neighborhood Based Mental Health and Addiction Services Program shall work the full-time equivalent of forty (40) hours per week each month toward the activities of the contract. The Contractor shall have a plan in place ensuring that the work toward the activities of the contract is covered in the event that the Program Manager is unable meet the full-time equivalent requirement ("coverage plan"). The Contractor shall provide the DMHA with the coverage plan.
- E. The Program Manager shall promote collaborative relationships between mental health service providers and community center staff through monthly meetings to ensure that clients are receiving services under this contract in a well-coordinated manner.
- F. The Program Manager shall convene the following regularly scheduled meetings unless not possible due to circumstances beyond the Program Manager's control - as approved by the DMHA:
  - (1) The Neighborhood Based Mental Health and Addiction Services Program Advisory Board. This Board shall be comprised of appointed stakeholders with expertise in mental health, addictions, or the needs of the populations being served. The

Advisory Board shall, at a minimum, be utilized in the areas of fund development, policy and procedure development and quality and outcome monitoring of the program. The Advisory Board shall meet at least quarterly. All meetings shall be documented in meeting minutes which include (1) a list of attendees and (2) a list of expected participants who were not in attendance.

(2) The Program Manager shall convene meetings at which the Therapists and community center staff evaluate the effectiveness of outreach strategies used to disseminate information about the Program and accessibility to the Program. The Program Manager shall also meet individually with the Therapists to provide supervision and support. These meetings shall be held at least every other month. All meetings shall be documented in meeting minutes which include (1) a list of attendees and (2) a list of expected participants who were not in attendance.

- G. The Program Manager shall provide education and face-to-face trainings for community center staff and other audiences on mental health and addiction disorders, the identification and treatment of mental health and addiction disorders and treatment services within an integrated model.
- H. The Contractor shall hire qualified therapists for each of the following neighborhood centers: Hawthorne, Forest Manor, and La Plaza neighborhood centers. The qualified therapists must establish consistent relationships with neighborhood center staff and community members in order to engage those persons for whom this program has been developed to-wit: minority populations, the elderly, and other impoverished persons who are unable to access traditional mental health and addiction services. Due to the unique relationships necessary for this program and the inability of this contract to comprehensively cover the costs of the program, the qualified therapists shall be located at the neighborhood center to which the individual therapist is assigned: to-wit: at Hawthorne neighborhood center, Forest Manor neighborhood center, or La Plaza neighborhood center, for a minimum of one thousand four hundred and eight (1,408) hours per year per center, and a minimum of sixteen (16) hours per week per center for a minimum of forty-nine (49) weeks during the fiscal year. The program shall meet the following requirements:

(1) A coverage plan shall be in place for any therapist absence in excess of two consecutive weeks.

(2) The therapists must be considered qualified providers by Medicaid, and must be able to provide services for mental illness or addictions for both adults and children.

(3) Due to the difficulty in securing bi-lingual therapists, the therapist assigned to La Plaza may be a non-qualified Medicaid provider as approved by DMHA.

- I. The therapist for a neighborhood center must be approved by the Executive Director for the neighborhood center to which the therapist is assigned.
- J. The therapists shall perform the following functions:
  - (1) Provide education and training to community center staff on recognizing mental health and addiction problems and issues.
  - (2) Consult with community center staff on problem cases.
  - (3) Participate in community center office meetings and trainings at the request of the local community center office managers.
  - (4) Participate in community outreach and marketing with or at the direction of the Program Manager and community center director.
  - (5) Provide comprehensive assessment and individualized service planning and services.
  - (6) Provide direct clinical treatment, including but not limited to, individual outpatient services, group services, and case management services as appropriate.
  - (7) Participate in other community center activities in a manner similar to community center employees as a way of becoming familiar with center operations and developing relationships with center staff and community members.
  - (8) Perform assessment and clinical services on site primarily for clients referred by the community center staff. Within the time limits available under this contract, Neighborhood Based Mental Health and Addiction Services Program InteCare, Inc. The therapist must serve any adult or child client referred by the community center office.
- K. Individuals assessed or treated through this attachment shall not be required to participate in any cost-sharing or co-pay for any service except that which is required by Hoosier Healthwise, Medicaid, Medicare, and state or federal Law.
- L. The Contractor shall provide clinical and administrative support so that eligible services can be billed to Medicaid or Medicare when eligible.
- M. The Contractor shall provide the DMHA with data on all HAP eligible individuals seen on site at the community center offices.
- N. The Contractor agrees to comply with all statements and provisions set forth in any proposal, program, narrative, plan or other document submitted to, and accepted by, the DMHA for the purpose of obtaining funding under this agreement.

## **II. Reporting**

- O. The Contractor shall develop an annual program strategic work plan from internal surveys of stakeholders, consumer data summaries, and program advisory meeting recommendations. The Contractor shall submit to the DMHA (1) an annual strategic work plan no later than the 20<sup>th</sup> of the month following the beginning of the fiscal year and (2) strategic work plan outcomes and updates by the twentieth of each quarter (by 10/20, 1/20, 4/20, 7/20).

- P. The Contractor shall develop and implement three (3) separate outreach strategies to inform residents living in the three (3) respective community center catchment areas (e.g. the Hawthorne, Forest Manor, and La Plaza neighborhood centers) of the availability of neighborhood-based mental health and addiction services. The Contractor shall submit the outreach strategies to the DMHA no later than the 20<sup>th</sup> of the month following the beginning of the fiscal year, and shall send outreach strategy outcomes/updates to the DMHA by the twentieth of each quarter (by 10/20, 1/20, 4/20, 7/20).
- Q. The Contractor shall submit a proposed annual budget no later than the 20<sup>th</sup> of the month following the beginning of the fiscal year.
- R. The Contractor shall submit a quarterly report detailing program activities no later than the fifteenth of the month following the end of the quarter (by 10/20, 1/20, 4/20, 7/20).

The quarterly report shall include the following:

- (1) Program Manager activities;
- (2) Monthly meeting dates;
- (3) Actual program costs in comparison to the proposed annual budget;
- (4) Stakeholder surveys;
- (5) Consumer related activities;
- (6) Center activities, staff related activities, including the number of staff hours worked per week per center;
- (7) Demographic information, including the number of consumers served per center, the impact of services provided per center, and the number of HAP registrations per center; and
- (8) Training related information, including the number of staff trainings conducted per center.

The quarterly report shall include all activities to secure alternative funds, including (1) information related to all funding proposals submitted and (2) financial documentation related to any funding awards received. The quarterly report shall serve as the payment point for this contract.

### **III. Consideration**

- S. The Contractor shall be paid up to sixty eight thousand seven hundred fifty dollars (\$68,750) for each quarter in which the Contractor can demonstrate meeting all terms of this contract, including the following:
  - (1) demonstrating full-time equivalent of 40 hours per week of Program Manager activities; and
  - (2) demonstrating that a qualified and approved therapist has been hired at each of the neighborhood centers, to-wit: the Hawthorne, Forest Manor, and La Plaza neighborhood centers for a minimum of one thousand four hundred and eight (1,408) hours per year per center, and a minimum of sixteen (16) hours per week per center

for a minimum of forty-nine (49) weeks during the fiscal year. If the Contractor is unable to demonstrate the full-time equivalent Program Manager activities, and/or the location of a qualified and approved therapist at one or more of the neighborhood centers, the fourth quarter rate shall be reduced. The rate reduction shall be calculated as follows: the negotiated hourly rate of \$25 per hour shall be multiplied by the total number of hours the Contractor has not demonstrated the required activity toward the work of the contract for a minimum of one thousand four hundred and eight (1,408) hours per year per center. Additionally, should the Contractor not demonstrate the required activities toward the work of the contract, a rate reduction will further be calculated using the negotiated weekly rate of \$500 per week for each week short of the required minimum of sixteen (16) hours per week per center for a minimum of forty-nine (49) weeks during the fiscal year.

Claims shall be held pending acceptance by the State of the activities performed under this Contract. Claims that are held pending for non-performance shall result in an adjustment to the quarterly claims by reducing the quarterly rate as described above.

The Contractor agrees to comply with all statements and provisions set forth in any proposal, program, narrative, plan or other document submitted by Contractor for the purpose of obtaining funding under this agreement.

The term of this contract shall be for a period of one year. The Contractor understands that this contract may be terminated at any time due to reduced community center participation and/or reduced InteCare Participating Provider participation, unless otherwise agreed to in writing by the DMHA. The Contractor agrees to make concerted efforts to identify and secure alternative funding to sustain the program. The Contractor understands that this contract may be terminated at any time due to the lack of activity towards obtaining, or the inability to secure alternative funding required to sustain the program. The total payment amount pursuant to this attachment shall not exceed two hundred seventy-five thousand dollars (\$275,000).